

state average

Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average

State	Percent of patients who reported that their nurses "Always" communicated well.	Percent of patients who reported that their doctors "Always" communicated well.	Percent of patients who reported that they "Always" received help as soon as they wanted.	Percent of patients who reported that their pain was "Always" well controlled.	Percent of patients who reported that staff "Always" explained about medicines before giving it to them.	Percent of patients who reported that their room and bathroom were "Always" clean.	Percent of patients who reported that the area around their room was "Always" quiet at night.	Percent of patients who reported that YES, they were given information about what to do during their recovery at home.
NH	80%	81%	71%	72%	66%	77%	56%	88%
VT	79%	81%	69%	72%	65%	77%	53%	87%
MA	79%	80%	65%	71%	63%	73%	52%	87%
RI	78%	80%	65%	71%	61%	75%	52%	84%

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Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	Percent of patients who reported YES, they would definitely recommend the hospital.
72%	75%
70%	73%
69%	73%
68%	72%